From: Flock Safety Support
To: Stephen Best
Cc: brendon.norton@flocksafety.com; libby.landers@flocksafety.com; Eligio Lara; Daniel Cohen; Stephen Best; jake.sherman@flocksafety.com; Michael Balcorta
Subject: RE: Flock Cameras Still Failing to read...mostly night images... specifically Cameras 086 and 116
Date: Friday, May 17, 2024 6:16:17 AM

*** EXTERNAL EMAIL: Please use caution when opening links or attachments.***

This is exactly what I needed, thank you so much!

I will follow up next week with more information.

Stay safe,
Alex C

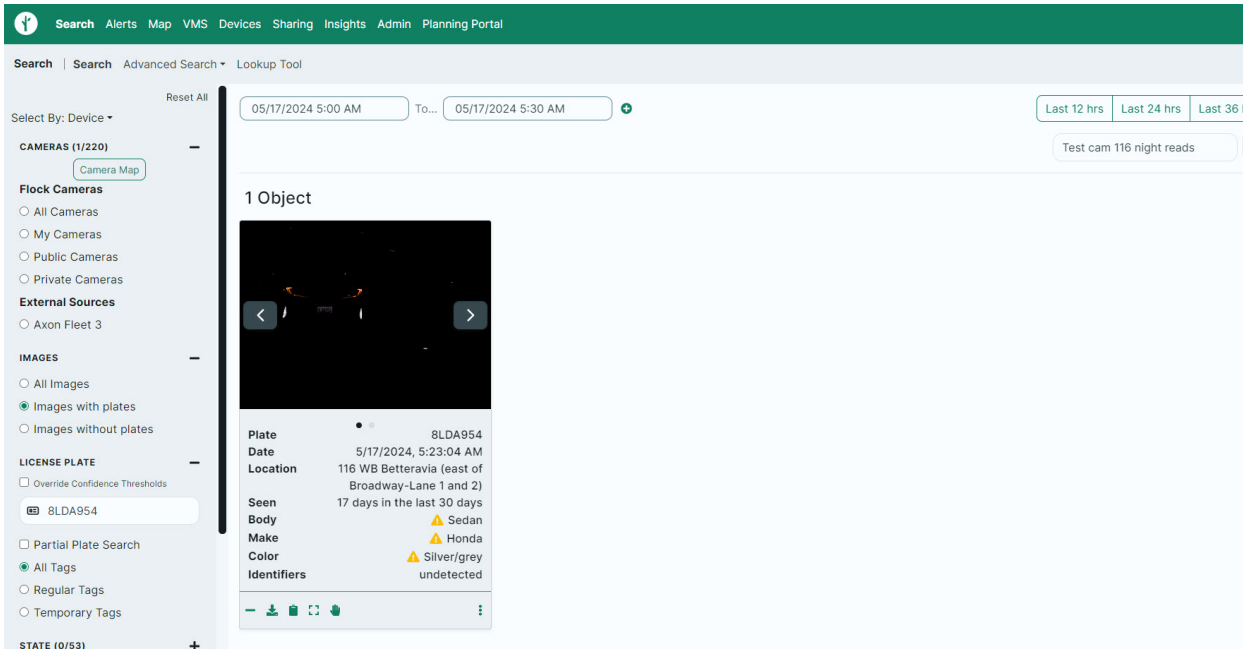
---------- Original Message ----------
From: Stephen Best [sbest@cityofsantamaria.org]
Sent: 5/17/2024, 9:06 AM
To: support@flocksafety.com
Cc: brendon.norton@flocksafety.com; libby.landers@flocksafety.com; elara@cityofsantamaria.org; dcohen@cityofsantamaria.org; sbest@cityofsantamaria.org; jake.sherman@flocksafety.com; mbalcorta@cityofsantamaria.org
Subject: RE: Flock Cameras Still Failing to read...mostly night images... specifically Cameras 086 and 116

Flock Support (Alex C),

This morning, I drove past Cam "116 WB Betteravia (east of Broadway-Lane 1 and 2)" three times. It only recorded my plate one time. (33% success rate)

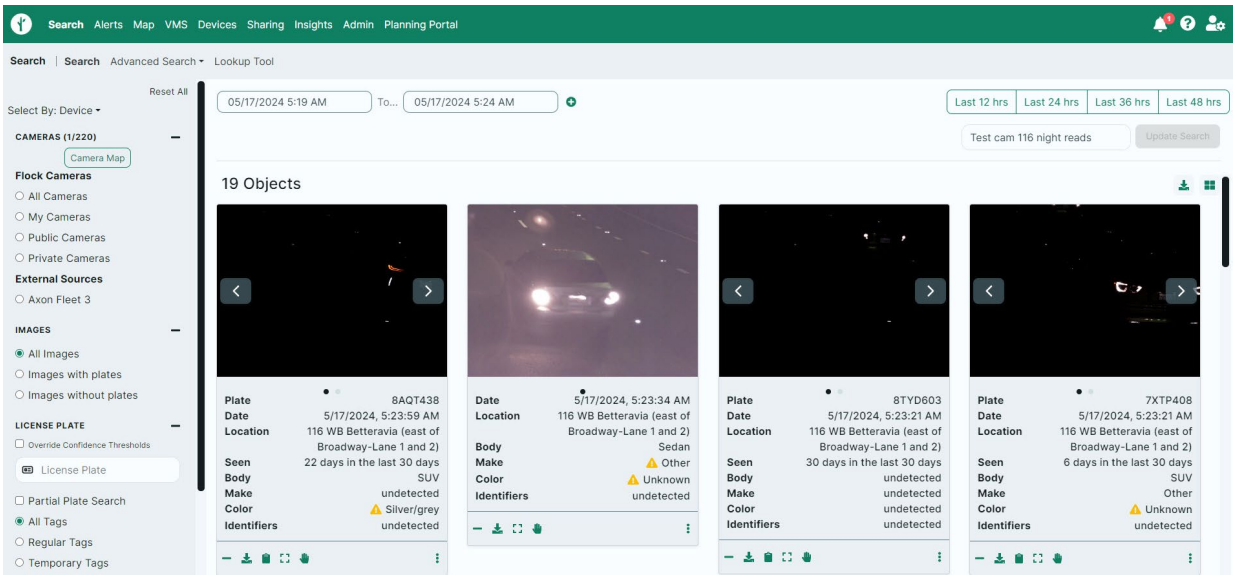
I drove past at 05:19:40 in the #2 lane, 05:20:43 in the #2 lane and 05:23:04 in the #1 lane.

This was the one read:



I searched camera 116 for all images, 0519-0524 Hrs. and got 19 objects.

Looking at the tail lights and times It does not appear the cameras recorded my two passes in the #2 lane at all. (see attached)



Next week I'll start testing other cameras across the city.

Corporal Stephen L. Best

Santa Maria Police Department

1111 W. Betteravia Rd., Santa Maria, CA 93455

(805)928-3781 X2491

sbest@ci.santa-maria.ca.us

sbest@cityofsantamaria.org

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From: Flock Safety Support <support@flocksafety.com>
Sent: Thursday, May 16, 2024 12:35 PM
To: Stephen Best <sbest@cityofsantamaria.org>
Cc: brendon.norton@flocksafety.com; libby.landers@flocksafety.com; Eligio Lara <elara@cityofsantamaria.org>; Daniel Cohen <dcohen@cityofsantamaria.org>; Stephen Best <sbest@cityofsantamaria.org>; jake.sherman@flocksafety.com; Michael Balcorta <mbalcorta@cityofsantamaria.org>
Subject: RE: Flock Cameras Still Failing to read...mostly night images... specifically Cameras 086 and 116

*** EXTERNAL EMAIL: Please use caution when opening links or attachments.***

Thank you for sending those over! Can you confirm you opted into the All Images filter when running this search?

I'd like to ensure I fully understand what happens each morning as the exact issue will determine which team will need to evaluate the location.

1. We capture your vehicle but do not read the plate. This can only be found by using the All Images filter
or
2. We miss the entire vehicle all together and show 0 images for that session. This can only be found by using the All Images filter

Looking forward to hearing from you.

Stay safe,
Alex C

---------- Original Message ----------
From: Stephen Best [sbest@cityofsantamaria.org]
Sent: 5/16/2024, 11:00 AM
To: support@flocksafety.com
Cc: brendon.norton@flocksafety.com; libby.landers@flocksafety.com; elara@cityofsantamaria.org; dcohen@cityofsantamaria.org; sbest@cityofsantamaria.org; jake.sherman@flocksafety.com; mbalcorta@cityofsantamaria.org
Subject: RE: Flock Cameras Still Failing to read...mostly night images... specifically Cameras 086 and 116

I didn't write down this morning's time.

I'll check it again tomorrow and if it misses me, I'll have the exact time.

Looking at 4/22, I passed camera 086 at 0537 Hrs., which means I should have passed camera 116 at 0540 Hrs.

Attached is a PDF showing results from 0539-0545 Hrs. I don't appear in any of the photos.

Attached is a Card of a successful read from cam 116 on 5/10 at 0541 Hrs.

Thank you

Corporal Stephen L. Best

Santa Maria Police Department

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From: Flock Safety Support <support@flocksafety.com>
Sent: Thursday, May 16, 2024 7:18 AM
To: Stephen Best <sbest@cityofsantamaria.org>
Cc: brendon.norton@flocksafety.com; libby.landers@flocksafety.com; Eligio Lara <elara@cityofsantamaria.org>; Daniel Cohen <dcohen@cityofsantamaria.org>; Stephen Best <sbest@cityofsantamaria.org>; jake.sherman@flocksafety.com; Michael Balcorta <mbalcorta@cityofsantamaria.org>
Subject: RE: Flock Cameras Still Failing to read...mostly night images... specifically Cameras 086 and 116

*** EXTERNAL EMAIL: Please use caution when opening links or attachments.***

Good Morning Corporal,

Thanks for taking the time to put this together for us.

As mentioned, camera 086 SB Bradley (north of Hancock) is scheduled to be replaced on 5/24. After this visit, I'd like to closely monitor the results. If we're still seeing a low % of plate reads, we may need to discuss an alternate location. It will likely be easier to hop on a call with you if it comes to that.

I'll have the camera engineering team evaluate 116 WB Betteravia (east of Broadway-Lane 1 and 2). Would you mind sending me at least one image card from search of your vehicle? You'll need to open the search to the time you pass the camera, opt into the All Images filter, and then click the + button on the image card of your vehicle.

The Lookup tool results are helpful but I need to provide examples of when we made the mistake.

I hope to hear from you soon.

Stay safe,
Alex C

---------- Original Message ----------
From: Stephen Best [sbest@cityofsantamaria.org]
Sent: 5/16/2024, 9:57 AM
To: libby.landers@flocksafety.com; support@flocksafety.com; jake.sherman@flocksafety.com; brendon.norton@flocksafety.com
Cc: elara@cityofsantamaria.org; dcohen@cityofsantamaria.org; sbest@cityofsantamaria.org; mbalcorta@cityofsantamaria.org
Subject: Flock Cameras Still Failing to read...mostly night images... specifically Cameras 086 and 116

Flock Support,
I have been reporting Camera "086 SB Bradley (north of Hancock)" as frequently failing to read my plate since May of 2022 and Camera "116 WB Betteravia (east of Broadway Lane 1 and 2)" since August of 2023.

(And these are only the cameras I happen to be testing because I pass by them every morning).

You have made adjustments to the cameras and changed equipment but the Flock cameras are still only recording my plate in the mornings about 2% of the time. Very poor percentage.

(I just received an email from Flock Safety saying Camera 086 is going to be replaced, again, on 05-24-24, so that one is already scheduled to be workedon. FYI)

Last 30 days:

I passed Camera 086 between 0530-0600 Hrs. 17 times. It read my plate 1 time. .05% success rate.

I passed Camera 116 between 0530-0600 Hrs. 17 times. It read my plate 4 times. 2% success rate.

(See attached Look Up results)

Corporal Stephen L. Best

Santa Maria Police Department

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